

COUNTY NEWS



PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO

May 2003

County First in State to Implement Innovative Treatment Program

San Diego is the first county in California to introduce an innovative way of caring for severe and persistent mental illness. Dubbed "San D/Map," the San Diego Medication Algorithm Program is based on a successful program in Texas and is being rolled out by HHSA Mental Health in the treatment of schizophrenia.

The program is based on medical algorithms, which is simply a preferred sequence for using medications in a particular illness. For instance, if someone has a stomachache, they don't first go to their doctor. They might try a cup of tea, then maybe Pepto-Bismol. If the pain still persists, they'd go to their doctor, who would try a sequence of treatments until the problem is solved.

While algorithms have been used in medicine for some time, they've only recently been tried in treating mental illness. Mark Refowitz, Director of Adult and Older Adult Mental Health Services for the County, brought the idea to San Diego from his previous position in Washington, D.C.

"We figured it would be better service for our clients and help change our relationships here to be more of an alliance with our clients," said Dr. Peter McKimmin, Chief of Outpatient Services. The goal is that clients have a bigger role and a better-educated say in the process.

"The doctor may be the expert on the medicines, but [the patients] are the experts on their disease," McKimmin said. Instead of doctors prescribing medication based on

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Building Counter Staff Clears Way for Permits

Land use technicians at the Building Division counter of Planning and Land Use don't have it easy.

To do their job well, they need the skills to interpret a myriad of complicated codes and ordinances, and be able to apply them on the spot.

"They're making judgment calls on a daily basis that have significant impact on people's lives, commercial properties, and to some extent, the economy of the County," said Scott Gilmore, acting permit process coordinator. All that while dealing with members of the public who often don't want to be there.

So how does Gilmore rate his crew?

"They have a tough job and they do it extremely well."

Customer service cards back up his claim: "She has always greeted me with a smile and worked diligently to expedite my time here during plan check submittals," one repeat customer praised. Staff is often described as exceptionally helpful, a pleasure to work with, knowledgeable and efficient.



Mario Aguinaga walks a customer through the final stages of a plan check.

Technicians serve two distinct groups of customers. The first are the "regulars"—those who work for architectural firms or small developers and know the process



Land Use Technician Stephanie Steck reviews a client's architectural drawings.

pretty well. The second group is made up of individuals who aren't used to dealing with the building permit process. For them, it can seem overwhelming, but the technicians work tirelessly to make sure the process meets with success.

"Okay, you're dealing with a novice," one customer said as he stepped forward to meet with Stephanie Steck, who's been working the building division counter for two years. The customer was seeking permitting information for placing on his

"They have a tough job and they do it extremely well."

property a storage container that didn't quite fall under the usual storage policies. Unable to answer his question, Steck tracks down a coworker who can.

"I'm still learning," Steck said, "because it's rare that you ever see two things that are identical."

She explained you need to know the basics, but you also need to know where to look for help.

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NewsBriefs

'Playbook' Wins Watchdog

The County's General Management System earned the Grand Golden Watchdog, the highest award bestowed by the San Diego County Taxpayers Association. The GMS is the County document that guides managers in making a wide range of decisions, from long-range planning to budgeting. The award was presented in April at the association's annual banquet. Probation's Proposition 36 Program was also an award finalist. For more information about the GMS, go to www.sdcounty.ca.gov/cao and click on "General Management System."

Investment Clubbing

The County Employees Investment Club (CEIC) extends an invitation to any County employee interested in learning more about investing to join them at an upcoming meeting. For the past 35 years, CEIC has provided current and retired County employees with a cooperative learning and investing experience. The group meets from 6 to 8 p.m. every third Wednesday of the month in the Harbor Room at the County's Health Services complex, 3851 Rosecrans St. CEIC follows the stock selection and judgment guidelines of the National Association of Investors Corp (www.better-investing.org). For more information, contact Ellie Elphick at (619) 267-0987.

DIBBS Does it Again

Join Big Bird and the entire Sesame Street gang for a weekend of "Sesame Street Live" performances at the San Diego Sports Arena, May 30 through June 1. County employees can get discounted tickets thanks to the DIBBS program. For more information, call your department DIBBS coordinator or the DIBBS office at (619) 578-5781 for more details. Through the first three quarters of the fiscal year, 147 DIBBS awards have been made to County employees totaling more than \$70,000 and saving the County more than \$1.25 million.

Social Work Network

The San Diego Latino Social Work Network (SDLSWN) invites interested County employees to attend its next meeting on May 15, 12 to 1 p.m., located at 1000 Bay Marina Drive (Conference Rooms 1A/1B), National City. Lunch will be provided. The organization's purpose is to advance the practice of and promote policies that improve access to quality professional social work services for Latinos in San Diego. Membership is available to all interested County employees. For more information, contact Omar Lopez at (619) 336-5735 or visit www.sdlswm.freesevers.com.

Air Defense

CTN, the County's government access station, is now airing "Fight the Bite," a half-hour special to educate the public about what the County is doing to prevent the West Nile Virus from infecting local residents. The program includes tips that residents can use to protect themselves and their families. "Fight

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In *Walt's* Words

Supporting Our Troops From a Distance

Now that hostilities have ceased in Iraq, it's a good time to reflect on how this time of trial for our nation has impacted all of us here at the County of San Diego.

Of course, those affected most deeply are the County employees who also belong to the military reserve. At last count, more than 50 County reservists have been called to active duty, and many of their assignments are continuing. This places a great hardship on both them and their families, as they are called away from the comforts of home to serve their country.

Under the leadership of the Board of Supervisors, the County has tried to ease some of the burden on these employees by making up the difference between their military pay and their normal County salaries, and making sure their health benefits remain in place during their service.

Another sign of support is the large yellow ribbon that has been "tied" around the tower of the County Administration Center. Project Yellow Ribbon was initiated by Chairman Greg Cox and Vice Chairwoman Dianne Jacob, and was paid for by donations. The ribbon is in place to welcome home ships returning from the Persian Gulf.

Many County employees have also done a lot to support the troops and their families. These acts of kindness have included gathering non-perishable food items for military families and becoming "pen pals" with people serving overseas. Some of you are working with local church groups to hold recognition events, gather gift certificate donations and train people to offer volunteer assistance to military families.

I know many of you also signed up to give blood during the County blood drive, when it was needed to support the troops in Iraq.

These good works show off the best of both our nation and our County workforce. They show that we care about the people whose lives have been disrupted, and endangered, when they are summoned to serve. Please join me in thanking our reservists who were called to active duty, and give yourselves a pat on the back for the outpouring of support you have shown for the troops.

Thanks, as usual, for all you do.

Walt

Walt Ekard
Chief Administrative Officer

San D/Map

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what they perceive, clients are asked to rate how they're doing on a scale. The new approach teams a new way of thinking with peer counseling about medications and involves the client in their whole recovery process.

"It's not just about being sick and having a pill anymore," McKimmin said.

San D/MAP was rolled out in two of the County's mental health clinics, reaching approximately 300 clients with schizophrenia. UCSD's Department of Psychiatry will be studying the County to measure overall effectiveness, something that will help Mental Health learn if this approach is working. So far, the change has been positively received among clients, and the program implementation has impressed its founder, Dr. Steven Shon.

"When he came here, he said we'd implemented the best out of the cases he's seen because we deliberately started small," McKimmin said.

But even though the new program is going well, change always brings some element of uncertainty to those who are experiencing it. It's not about "going where no man has gone before," said McKimmin, referencing the line from Star Trek.

"It's about taking the lead so that we show our contractors that our County government services want to, will be and intend to be the best quality services we can provide to the people of San Diego."

Building Counter

(continued from page 1)

"Our fundamental goal here is to protect health and safety," Gilmore said. "We don't want [your building] to fall on your head if the earth starts to roll. And we want you to be able to get out if a fire starts."

But getting a building permit isn't just about taking care of the structural needs. During the permit process, the customer may be faced with completing a checklist of an average of 30 items, some which must be coordinated through other County departments or even outside agencies.

Even with the multitude of complexities that they face, an average of five staff members serve between 115 and 140 customer a day (and sometimes more) at the Building Division counter.

"The most interesting thing is dealing with the people," Steck said. "Especially the homeowners who have been saving up a long time. It's not just some plans to them, it's very important. That's what I like, being able to help them get their permits, help them through the process and build their dreams."

[Ver•ba•tim]

Letters from satisfied customers served by County employees.

Ann Fitzpatrick (Probation) was thanked by a probationer for her guidance, advice and influence.

"She has helped me think twice about my actions and words, she has helped me focus on the things that are only going to help me move forward."

Dianne Frazier (Assessor/Recorder/Clerk) received words of appreciation from a couple who praised her customer service in response to their property tax questions.

"She not only had an abundance of patience with us, she continued to try and assist us even when there was no clear-cut answer at the time."

Joline Martina (HHS, Children's Services) was called a kind, caring and very efficient person by one of her clients.

"She never once made me feel like a criminal, or treated me with disrespect. She was warm and understanding and she made me feel good about my efforts to keep my son."

Eric Swanson (Public Works) was commended for his work in solving a traffic problem.

"Mr. Swanson demonstrated diplomacy, fine judgment and great professionalism in the process of developing a solution which would be effective, acceptable and affordable."

Check out the online version of County News for more Verbatim.

NewsBriefs

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the Bite" airs every evening at 5:30 p.m. through the end of May. The program was produced as part of the County's strategic initiative to promote safe and livable communities. For more program information, go to **www.ctn.org**.

Online Redesign

The County has debuted its new Web site featuring information organized from the customer's point of view. County customers also have the capability of creating an account, then modifying the information on the Web site to suit their own needs. The new design contains access to more information and services than ever, including a search engine that extends to other state and local government sites. To view, log on to **www.sdcounty.ca.gov**.

Futures Foundation Benefits Foster Families

The successful Computers for Foster Families program continues its run of bringing refurbished comput-

ers to foster families in San Diego County. The program is a partnership of the County and the San Diego Futures Foundation and has distributed 87 free Pentium-level computers since the program started a year and a half ago. Eighty more computers are expected to be distributed this year. Each recipient receives computer orientation and training, and a reference guide and access to the Futures Foundation help desk.

Public Defender Goes Global for a Day

On Feb. 27 the Public Defender's Office resembled a gathering of the United Nations. The special guests were top criminal justice officials from countries such as Laos, Turkey, Jamaica and others who were visiting through a United States Department of Justice program.

Many in the group were interested that a government pays for indigent defense. Guests indicated they would use what they learned in drafting legislation that reflects how to provide for indigent defendants in a criminal justice system.

Public Service Key for County Reservists

Ron Lane's military duties take him thousands of miles away from his family and friends, but he knows the hardships he endures will help bring other troops home to their loved ones.

Lane, chief of administration for the Department of Child Support Services, is a reserve Army major who was called to active duty in February. He is currently stationed in Germany, and soon will be headed to Kuwait, where his unit will work on the logistics of bringing U.S. troops back home. Two other County employees, Capt. Joe Martinez of Probation and Capt. Lashune Leslie of HHSA, work for Lane.

"For all three of us, each month away is another set of anniversaries, Little League games, school plays, graduations, birthdays that are missed," Lane wrote in an e-mail to *County News*.

"Even though duty in the U.S. and Germany has not been bad, we are now heading to the desert where things will be much austere. My advanced party is there now, and report temperatures near 100 degrees, living conditions in a tent, and limited amenities."

Lane, Martinez and Leslie are among more than 50 County employees who have been called to active duty since the buildup for Operation Iraqi Freedom began.

The Board of Supervisors' policy of making up the difference between military pay and the employee's regular is a major boost, said Lane. "I have several soldiers who are taking a severe pay cut by being on active duty, which is causing a hardship at home."

Another reservist, Robert Naranjo of the Office of Emergency Services, was mobilized in mid-April. An Army reserve captain, his job is planning for the medical aspects of a military operation or terrorist attack. He's been a reservist for 24 years.

"For me, there's anxiety there because I've never been mobilized and I need to make sure I have everything covered for my wife and my colleagues [at OES] and at home, so things go on as smoothly as possible," Naranjo said.

None of the reservists knows exactly how long they'll be away; they may be mobilized for a full year. They say, however, that the experience will add to their value as County employees.

"I know Walt Ekard often says that the County workforce is so strong because it is made up of people who are dedicated to public service," wrote Lane. "Reservists, I believe, accentuate that public service calling."

County News is published for the 17,000 employees of the County of San Diego.

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater, District 3
Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer

Walter F. Ekard

This information is available upon request in alternative formats for persons with disabilities.



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Annual Bike to Work Day May 16

Contract Analyst Pushes Pedal Power

When Bobbi Koala commutes to work, he doesn't worry about high gas prices. That's because he doesn't own a car.

Koala, a contract analyst for Children's Mental Health, bikes to work every day he can; and when he can't, he's got a bus pass to get him where he's going.

"I've been doing this ever since I was a kid,"

Koala said. When he started college, he didn't have money to buy a car, so he biked to UCSD from his home in Bonita. He started cycling to work from his first day with the County 16 years ago and has been pretty much doing it ever since.

Right now his commute is just 14 miles round trip, but he's biked as far as 20 miles each way. Biking helps him beat the high prices at the pump and benefits the environment, but there are other benefits.

"Most people go to the gym a couple of times a week," Koala said. "I go to the gym a couple of times a day—my commute is my gym."

Even though he's a grandfather, he brags that he can still eat like a teenager. "The best part about cycling to and from work each day is getting to eat all I want because food is my fuel."

Koala can pick apart just about any excuse for not giving cycling a try. For those who carry too much to work, Koala advises learning how to streamline. For those who argue that roads aren't safe, Koala says find an alternate route that's less congested. For those who say they simply live too far, Koala points out you don't have to bike the entire way—you can bike to a bus stop, take a bus, then bike to your office.

He's a big advocate of pedal power and encourages all County employees to join him in making the switch to a two-tire commute. San Diego's annual Bike to Work Day on Friday, May 16 is an excellent way to get started.

The County sponsors one of the many pit stops set up that day throughout San Diego to provide biking information, snacks and drinks, and registration forms for prize drawings.

The day encourages commuting to work by bicycle in an effort to reduce traffic congestion and air pollution. Riders also get free lifts from buses, trolleys and the Coaster throughout the day.

For more information about Bike to Work Day, go to www.rideline.org/bike_to_work_2003.html. For tips on getting started on biking to work every day, contact Koala at bobbi.koala@sdcounty.ca.gov.



Bobbi Koala shows off his preferred mode of transportation.

COUNTY NEWS *Extra*

Service Awards

Congratulations to County employees reaching the following milestones in May:

30 years

John P. Fisher (Sheriff)
Jeanellen St. Laurent (Sheriff)
Patricia Ahern (Probation Dept.)
Carrie J. Parish (Probation Dept.)
George E. Pharris (Public Works)
Joan Y. Goossens (General Services)
Debra Lew Pangacian (Superior Court)

25 years

Janice J. Horning (Human Resources)
Thomas E. Bennett (Sheriff)
Clark E. Derek (Sheriff)
Dennis M. Ferons (Sheriff)
Judy F. Flores (Sheriff)
William J. Hansen (Sheriff)

Anthony R. Leatherman (Sheriff)
William A. Phillips (Sheriff)
Myron D. Porter (Sheriff)
Ester Barros Siscon (Sheriff)
Preston J. Skill (Sheriff)
Dennis F. Yoshonis (Sheriff)
Thomas E. Snowden (District Attorney)
Robert J. Florez (Parks & Recreation)
Christine A. Gowan (HHSA)
Lisa J. Humphreys (HHSA)
Jon W. Turley (HHSA)
Jennifer Pecore (Superior Court)

20 years

Bridget Ann Neagles (Sheriff)
Patrick J. Flavin (District Attorney)

Cynthia Gomez (Public Defender)
Bob Morris (Probation Dept.)
Sonja R. Scott (Animal Services)
Kathleen A. Thuner (Agriculture,
Weights & Measures)
Linda S. Dizon (County Library)
George H. Manglallan (Farm & Home
Advisor)
Jeff S. Bosvay (Public Works)
Robert M. Mcardle (General Services)
Wendie L. Voight (General Services)
Elaine Amstadt (HHSA)
Carmelita P. Barros (HHSA)
Kristina M. Call (HHSA)
Katherine T. Azevedo (Superior Court)
Debbe J. Munshower (Superior Court)

In Memoriam

Herman F. Bahr (Purchasing, 1978)	02/03	Philip E. Meek (Social Services, 1993)	03/03
James R. Beeler (Sheriff, 1988)	03/03	Bertin B. Moise (DHS, 1991)	07/02
Bishop Elmore (Public Works, 1981)	02/03	Maureen G. Obrien (HHSA, 1977)	03/03
Claude R. Erickson (General Services, 1978)	03/03	Martin M. Schorr (Health Services, 1985)	02/03
Frances L. Holway (District Attorney, 1978)	02/03	Wallace Stacy (Probation, 1991)	03/03
Frances J. Hopkins (Library, 1981)	03/03	Kathryn E. Stephens (Coroner, 1968)	03/03
Valna Horstman (Health Services, 1979)	03/03	Russel L. Stockwell (General Services, 1977)	01/03
Kenneth A. Jerney (Honor Comps, 1974)	01/03	Burnett M. Sturdivant (General Services, 1974)	11/02
Jean W. Johnson (Library, 1979)	02/03	William A. Townsend (Health Services, 1989)	02/03
Delano Q. Martin (Sheriff, 1986)	03/03	Ralph R. Trueb (Auditor & Controller, 1982)	03/03

Our thoughts and prayers are with the family and friends of active County employees Barney Marrero of HHSA (3/7), Glenn W. McDowell, Jr. of the Sheriff's Department (2/6), Julian Montoya of the Sheriff's Department (3/13), Son Nguyen of HHSA (3/12), Emmanuel D. Remulla of HHSA (3/14), and Cristi Wesolowki-Foley of HHSA (3/6).

County News Extra includes expanded information about and for County employees. If you have something you'd like considered for either *County News* or *County News Extra*, please contact the newsletter editor at (619) 595-4632 or e-mail at countynews@sdcounty.ca.gov. Items can also be faxed to (619) 595-4664 or mailed to MSA-359, Attn: *County News*.

Retirements

The San Diego County Employees Retirement Association reports the following employees recently retired:

Eddie Arthur (General Services)	Rita A. Frazee (Probation)	Charles Nickel (District Attorney)
Adrian K. Baures (Sheriff)	Janet A. Frazer (Superior Court)	Joe Nicolas (Probation)
Charles Bell (District Attorney)	Yoko Fujita (HHSA)	Toyo Nishii (Environmental Health)
James Benson II (Hospital)	Albert Garcia (Sheriff)	William Parsons (Sheriff)
James Beran (DIS)	Pamela Gebert (Public Administrator)	Abella Peregrino (HHSA)
Karen Brainard (Sheriff)	Flaven C. Geraldine (HHSA)	Peggy Pitre (HHSA)
Florante Bucsit (Sheriff)	Dennis R. Haines (Sheriff)	Devora Poliakoff (Children's Protective Service)
Thomas Burgeson (Assessor)	BJ Hammell (HHSA)	Francisca Quemado (Public Defender)
Victoria Call (HHSA)	Tommy Hayes (Superior Court)	Maureen D. Rathburn (Assessor)
Judy Callahan (Superior Court)	Margaret Hillengrand (Superior Court)	William Reinert (Sheriff)
Joseph Casey (Sheriff)	Douglas P. Hoffman (Sheriff)	Caroline Rodley (Superior Court)
Connie L. Craig (Public Defender)	Nancy M. Hoskins (HHSA)	Katherine L. Smith (HHSA)
Laurence C. Crosthwaite (HHSA)	Gary Hubbard (HHSA)	Melvin D. Southern (HHSA)
Venerando Cruz (HHSA)	Coleman Jankola (Assessor)	Carol Stanley (Library)
Susan R. Cunha (General Services)	Shirley Underwood-Jones (HHSA)	Joyce Swiech (Assessor)
Zenaida Deguzman (Treasurer)	David K. Love (Sheriff)	Deanna Swinford (HHSA)
Walter Dempsey (Air Control)	Arona Maluia (Sheriff)	Janet Tibbs (HHSA)
Cynthia Deucher (District Attorney)	Brenda A. Masak (Information Services)	Ramon Tojos (Animal Control)
George A. Devoid (Public Works)	Barbara J. Mbomio (General Services)	Florence Tyler (Human Resources)
Paul F. Donohue (Child Support)	Carol McNerney (HHSA)	William A. Utter (HHSA)
Janice L. Donovan (Probation)	Geri Miller (HHSA)	Carole Valletta (HHSA)
Rudy D. Dullas (Sheriff)	Mary C. Milstid (HHSA)	Kenneth Weaver (District Attorney)
Lucia A. Edmondson (District Attorney)	Fausto Miraflor (HHSA)	Mary Weisgerber (General Services)
Joanne Engle (HHSA)	Rafaela Miranda (HHSA)	Tim R. Whittaker (Marshal)
Patrick Flavin (District Attorney)		Linda Young (HHSA)

[Ver•ba•tim] *extra*

Michele O'Donnell (Child Support Services) was praised for helping a client.

"I would like to say how refreshing it was to talk to someone in government that was actually concerned enough to go the extra mile for me."

The **Physical and Occupational Therapists** of the California Children's Services office at the 47th Street location were praised for demonstrating a team approach and a sincere effort on behalf of this parent's child and the others she has observed enter their door.

"I commend you on having a caring and dedicated staff and I hope that these services will continue to be available to any child and their family who will face tough life-changing challenges."

Leon Ramos (HHSA, Health Coverage Access) impressed a client with his extraordinary effort to get a health coverage issue resolved in a time of crisis.

"I cannot expect more from a person serving other people in their time of need. I feel extremely blessed to have crossed paths with Leon."

Martha Lee (HHSA) was thanked for firmly believing that all clients applying for public assistance should receive excellent service.

"She makes her coworkers look good for the hard work she demonstrates."

Cheryl Graham (Public Defender) was pinch hitting in the reception area and received this enthusiastic recognition from one customer:

"The only way that I could have been better treated is if I were twins."

Dr. Ernest Giraldi (HHSA, County Mental Health) was commended for taking the time to provide counseling over the phone to two children who had been moved from a local foster family to Kansas to live with their grandfather.

"I am so grateful for your going the extra step. I am sure you can be proud that your efforts allowed the children to remain with their family. There should be more doctors willing to become involved in the way you have."

Julia Caldwell and Kevin Leinbach (Probation) were thanked for their patience and understanding after fielding a phone call from an emotional parent.

"She was so nice and understanding...he was truly a blessing. He assisted me in every area."

Edgemoor Hospital was praised by a new patient's family.

"The nursing staff is very dedicated and concerned about their patients...It's more like a 'country club' to me. I've even asked for a room for a weekend so I can be pampered."

Derek Lewis (Agriculture, Weights & Measures) was praised for helping a member of the public find the right phone number after numerous transfers and failed attempts.

"He was really patient and helpful on the phone...he took the time to look the number up on your internal system and had an excellent attitude."

Public Works' **Cartography Services** was thanked for their excellent support in providing County Counsel with courtroom exhibits and other presentation materials.

"We have been very fortunate to receive superb services from your staff. They continue to demonstrate excellent skills and professionalism in their work."

Larry Berggren (Assessor/Recorder/Clerk) was praised for going out of his way to help Board offices on issues involving Indian affairs.

"He has, without exception, gone above and beyond the call of duty every time."

Public Works staffers were thanked for helping a property owner clean out a creek and brace for another potential round of flooding.

"The effort was well organized, professional, and done very quickly. My hat is off to all of you."

Mark Buttner (Agriculture, Weights & Measures) received words of appreciation from a gentleman whose yard Mark visits to place insect traps.

"He was very helpful, knowledgeable, and courteous."